

PrinterOn Mobile App for Android 3.7.2 - Release Notes

Version 3.7.2

PrinterOn Print Service for Android offers an integrated solution for accessing both the PrinterOn Server Platform as well as PrinterOn's global network of Public Print locations in a single unified application. The PrinterOn Print Service for Android app simplifies the process of discovering and printing to all PrinterOn's services.

PrinterOn Print Service for Android supports Android 6.0 or newer.

Note: PrinterOn currently offers two apps in the Google Play store to allow Android users to access the PrinterOn service: the PrinterOn app and the PrinterOn Print Service app. These apps share the same code and offer the same print features and capabilities. However, the PrinterOn app will be retired in the future and will cease to receive updates and support. As a result, PrinterOn is encouraging users to download the PrinterOn Print Service app.

Product Changes and Enhancements:

The following section describes the changes and enhancements that have been introduced in this version.

- **Updated – Updated MDM/MAM SDKs for Android** (CSOAND-1879, CSOAND-1880, CSOAND-1882)
To take advantage of the performance improvements included with the PrinterOn Mobile App for Android since version 3.7.0, the following MDM/MAM-specific versions of the app have been updated:
 - **PrinterOn Mobile App for AirWatch**
 - **PrinterOn Mobile App for MobileIron**
 - **PrinterOn Mobile App for Citrix**

General Improvements and Resolved Issues:

The following section describes issues that have been resolved and other general improvements.

- **Fixed – PrinterOn Mobile App for Android closes unexpectedly when caching files** (CSOAND-2143)
In the previous release of the PrinterOn Mobile for Android app, there was an issue identified when the app attempted to cache printed documents. In some cases, caching print jobs would cause the app to close unexpectedly. This issue has been fixed in this release.

Known Issues:

- **Known issue – App Print History and cache are deleted when upgrading the app**
Because the code changes introduced in PrinterOn Print Service for Android app v3.7.0 and PrinterOn app v3.7.0 use different underlying libraries for data storage than earlier versions of the app, the new version is unable to successfully migrate print history and document cache data during the upgrade process.

If you are upgrading from a version of the app prior to v3.7.0, you will be impacted by this change in code base. For PrinterOn Enterprise users, this issue is mitigated, since the print history is also stored on the server side; when users log into their app for the first time, the app will pull the data down to the app. For PrinterOn Hosted users, however, there is no way to recover the lost data.

System Requirements

- Android 6.0 or newer
- MDM/MAM-integrated applications require a configured MDM/MAM server and provisioned device to work correctly.

Please contact support@printeron.com if you have any questions.